OTHER AVENUE

Terms of Service

Zendesk Advanced Field Manager | Last updated: September 22, 2026

1. Overview

Zendesk Advanced Field Manager (the "App") is developed and provided by Other Avenue, an independent technology solutions company based in Ohio, United States.

By installing, purchasing, or using the App, you agree to these Terms of Service.

2. App Description

The App provides additional field management functionality within Zendesk. It is designed to help businesses customize and manage their Zendesk workflows.

The App operates within your Zendesk environment and requires an active Zendesk account. Your use of Zendesk is subject to your separate agreement with Zendesk.

3. Licensing and Payment

The App is offered as a paid product. Pricing, billing frequency, and any available trial periods are displayed at the time of purchase.

Your license to use the App is non-exclusive, non-transferable, and limited to use with your Zendesk account, subject to the applicable paid plan and these Terms.

Billing, subscription changes, cancellations, and refunds are governed by the applicable purchase channel and payment terms, together with any rights available under applicable law.

4. Customer Data

The App accesses and processes information within your Zendesk account only as needed to provide its functionality.

Other Avenue does not independently collect or store your Zendesk ticket information, customer records, or field data on its own servers through the App. App data and configuration are maintained within your Zendesk environment.

You retain responsibility for managing your Zendesk account, user permissions, configuration, and data.

5. Acceptable Use

You agree to use the App only for lawful business purposes and in accordance with applicable Zendesk terms and policies.

You may not attempt to compromise the App, circumvent its licensing restrictions, or redistribute or resell the App without authorization.

6. Availability and Updates

Other Avenue may release updates, modify features, or discontinue the App. We aim to maintain compatibility with supported Zendesk functionality but cannot guarantee uninterrupted availability or compatibility with every Zendesk configuration or future platform change.

7. Disclaimer and Limitation of Liability

The App is provided on an "as available" basis. To the extent permitted by law, Other Avenue disclaims warranties not expressly provided in these Terms.

Other Avenue is not responsible for outages, errors, or changes originating from Zendesk or other third-party services outside its control.

To the extent permitted by applicable law, Other Avenue will not be liable for indirect, incidental, or consequential damages arising from use of the App. Nothing in these Terms limits liability that cannot lawfully be excluded or restricted.

8. Termination

You may stop using the App by uninstalling it from your Zendesk account and canceling any applicable paid subscription.

Other Avenue may suspend or terminate access for material violations of these Terms or nonpayment, subject to applicable marketplace requirements and law.

Uninstalling the App does not necessarily reverse changes made to your Zendesk data or configuration.

9. Relationship with Zendesk

Other Avenue is an independent software developer. The App is not an official Zendesk product, and Other Avenue is not affiliated with, endorsed by, or sponsored by Zendesk.

10. Changes to These Terms

Other Avenue may update these Terms to reflect changes to the App, our business practices, or applicable requirements. The updated Terms will be published with a revised effective date. Where required by law, we will provide additional notice or obtain consent.

11. Governing Law

These Terms are governed by the laws of the State of Ohio, United States, except where applicable law requires otherwise.

12. Contact

For questions about the App or these Terms, contact:

Other Avenue
Email: support@other-avenue.com

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Privacy Policy

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1. Introduction

Other Avenue respects your privacy and is committed to protecting your information.

This Privacy Policy explains how Zendesk Advanced Field Manager (the "App") accesses and uses information within your Zendesk account.

2. Information Accessed by the App

The App accesses Zendesk information necessary to provide its field management functionality. This may include field definitions, field values, user information, app settings, and other Zendesk information relevant to the features you use.

This information is accessed through the Zendesk application framework and APIs for the purpose of operating the App.

3. Data Collection and Storage

Other Avenue does not independently collect, transmit to its own servers, or store your Zendesk ticket data, customer information, or field values through the App.

App data and configuration are maintained within your Zendesk environment. Information may be temporarily displayed or processed in your browser while you use the App.

Other Avenue does not sell your Zendesk data or use it for advertising.

4. How Information Is Used

The App accesses and uses Zendesk information solely to provide its intended functionality, including displaying, managing, or updating fields and related settings according to your use of the App and your Zendesk permissions.

The App does not use your Zendesk data for unrelated marketing purposes.

5. Third-Party Services and Payments

The App operates within Zendesk. Your Zendesk account data remains subject to Zendesk's applicable privacy and data protection practices.

If you purchase the App, billing and payment information may be processed by the marketplace and its payment provider. Other Avenue may receive transaction or subscription information necessary to administer paid access, payments, refunds, and business records. The App itself does not collect your payment card details.

6. Support Communications

If you contact Other Avenue for assistance, we may receive the information you voluntarily provide, such as your name, email address, and the details of your support request.

Support communications are used only to respond to your inquiry and provide assistance. We generally retain support emails for up to one year, unless a longer period is necessary to meet legal obligations or resolve an ongoing matter.

Please avoid including sensitive customer or ticket information in support requests unless it is necessary to resolve your issue.

7. Data Security

The App operates within your Zendesk environment and relies on Zendesk's authentication and access controls.

You are responsible for managing access to your Zendesk account and configuring appropriate permissions for users of the App.

8. Data Retention and Deletion

Other Avenue does not independently retain your Zendesk ticket or field data through the App.

You can uninstall the App from your Zendesk account. Any data or configuration remaining in Zendesk is subject to your account settings, Zendesk's applicable data retention practices, and the nature of the changes made while using the App.

For support information held by Other Avenue, you may contact us to request deletion, subject to applicable legal and business recordkeeping requirements.

9. Your Privacy Rights

Depending on your location, you may have rights to request access to, correction of, or deletion of personal information held by Other Avenue.

For information stored in your Zendesk account, please contact your Zendesk account administrator or Zendesk, as appropriate.

To submit a privacy request regarding information held by Other Avenue, contact support@other-avenue.com.

10. Changes to This Policy

We may update this Privacy Policy if our App functionality or data practices change. The current version will be published with an updated effective date.

11. Contact

For privacy-related questions, contact:

Other Avenue
Email: support@other-avenue.com